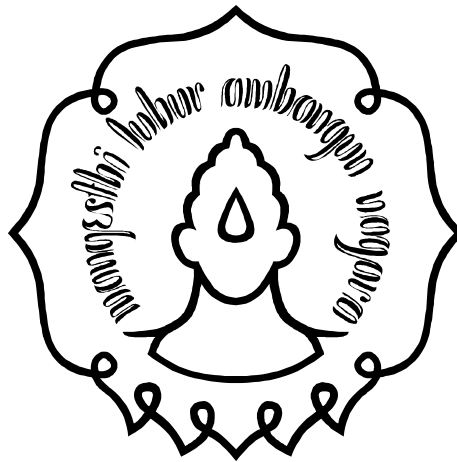


**THE EFFORTS OF INFORMATION CENTRE UNIT TO
CREATE GOOD IMAGE OF ADISUMARMO
INTERNATIONAL AIRPORT**



FINAL PROJECT REPORT

**Submitted as a Partial Requirement in Obtaining Degree in English
Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University**

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**ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS AND FINE ARTS
SEBELAS MARET UNIVERSITY
SURAKARTA
2008**

APPROVAL OF THE BOARD OF EXAMINERS

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CREATE GOOD IMAGE OF ADISUMARMO
INTERNATIONAL AIRPORT

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MOTTO

“Koreksi Diri Kita, Sekecil Apapun Tindakan Kita Harus Berguna
Bagi Orang Lain”

“Don’t Cry Because It’s Over, Smile Because it Happened”

SEMMAANNGATTT!!!!!!

DEDICATION

I dedicate this final project to:

- ❖ Allah SWT
- ❖ My beloved Mother and
Father
- ❖ My sisters
- ❖ All my friends

PREFACE

This report is written by the writer to fulfill the requirement in obtaining the English Diploma III degree. This is a report of job training activities. The writer did the job training in the Information Centre Unit of Adisumarmo International Airport.

This report, entitled “Creating Good Image through Effective Communication in Information Centre Unit at Adisumarmo International Airport”. It shows the way of Information Centre Unit communicate and its effort to create good image with the public.

The writer realizes that this paper is far from perfect, so she needs suggestion in order to improve this final project. Hopefully, this report is able to give beneficial information and give contribution for everyone, mainly the reader.

Surakarta, August 2008

Tri Vyatra Rahmawati

ACKNOWLEDGEMENT

Alhamdulillahirobilalamin, first of all I would like to say thanks to Allah SWT for the blessing to finish this final project, because without the blessing of Allah this research is never completed. Secondly, I would like to state my gratitude to:

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9. My beloved parents, Mama, I love you so much; you are the best Mom in the world, thanks for your patience and love! And Papa, thanks for your love and support. I am proud to be your daughter.
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12. All of my friend in the English Diploma Program, especially class B, for the friendship.

Surakarta, August 2008

Tri Vyatra Rahmawati

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ABSTRACT

Tri Vyatra Rahmawati. 2008. Creating Good Image Through Effective Communication in Information Centre Unit at Adisumarmo International Airport. Faculty of Letters and Fine Arts. Sebelas Maret University.

This final project is written based on the job training in Information Centre Unit of Adisumarmo International Airport. The objectives of this report are to know the way of Information Centre Unit gives information to the public, and to know the Information Centre Unit's efforts to create good image with the public.

The report shows that the Information Centre Unit did communication in two ways, they are direct and indirect communication. Those activities have the purposes to give accurate information about the services and facilities in Adisumarmo International Airport. Direct communication is communication between Information officers and publics directly. The activities of direct communications are selling platform or daily pass, giving tourist information and the facilities in Adisumarmo International Airport. Meanwhile, indirect communication is communication between Information officers and public by using media communication. The activities of indirect communications are giving announcement through Public Address System, displaying flight schedules in Flight Information System (FIDS), and serving the public and passenger with telephone information centre.

The report also shows the efforts of Information Centre Unit in creating good image are giving effective communication to the public. The efforts of effective communication in Information Centre Unit are maintaining source credibility, doing two ways communication, and inviting audience participation. Source credibility can be maintained by giving accurate information from sources that can be trusted. The Information officers do two ways communication to the public, both direct and indirect communication. Then, to invite audience participation Information officers give the questionnaires to the publics in order to know whether Information officer's services and communications are effective or not. It can be seen from the public's responses.

Effective communication is very important for giving services and communication to the public, so that, the Information Centre Unit should improve the quality of services and the management of Adisumarmo International Airport, that is PT. Angkasa Pura 1 and all division should maintain the image of the company to through their activities and services to the public.

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CHAPTER I

INTRODUCTION

A. Background

Adisumarmo International Airport is the only airport in Surakarta that serves air transportation. It gives a great influence of communication on information, and trade industry. Adisumarmo International Airport is also a main gate of industrial investment and tourism in Surakarta. Therefore, PT. Angkasa Pura 1 which organizes Adisumarmo International Airport should create good image and credibility of services to the public. PT. Angkasa Pura 1 has an important role for the development of the airport. It means that PT. Angkasa Pura 1 and Adisumarmo International Airport should provide good services, relationship, conveniences, and effective communication with the public. It is because they give services to many people both domestic and foreign people who come to Surakarta and use air transportation service. Thus, Adisumarmo International Airport needs to build public's trust and create image between public and company.

Adisumarmo International Airport has many divisions.. One of its divisions is Information Centre Unit. Information Centre Unit represents the airport as a communicator and it has a duty to transfer the information to the public. It also interacts with and serves the public directly. Therefore, information's officers should be able to communicate with publics well. They have a responsibility for giving information and services in both spoken and written forms, such as, receiving telephone calls, announcing flight's arrival and

departure, giving information of airport's facilities, selling daily pass or platform, giving tourism information, and etc. Information Centre Unit and the officers should have the capability for giving correct information from accurate source to publics.

Although Adisumarmo International Airport does not have a public relations division, Information Centre Unit does many activities that is related to public relation activities. For example, the officers handle the passengers and public complaint about flight schedule which is delayed or cancelled. They should know how to solve this problem without breaking the relationship with the public. It is like the activities of public relations that must be able to maintain and deals with the relationship between institutions and its public. It can be seen from its service and the officers should have the ability to make a good communication with the public. Therefore, the writer is interested in taking job training in Adisumarmo International Airport for a month from February 1st until February 29th, 2008, especially in Information Centre Unit. It is because of the writer can apply her knowledge about public relations theory directly and get a new experience from it. Moreover, the writer can develop her ability to communicate with many people in that company. Based on that, this project is written to know how information centre unit communicates with the public and its efforts to create company good image. This project is entitled, **“The Efforts of Information Centre Unit to Create Good Image of Adisumarmo International Airport”**

B. Objectives

The objectives of this writing are:

1. To know how information Centre Unit gives information to the public.
2. To know the information Centre Unit's efforts to create company good image.

C. Benefits

This final project reports have some benefits as follows:

1. To the student.

The writer hopes that these final projects can give information and improve student's knowledge, especially about Information Centre Unit.

2. To the Information Centre Unit.

This report can be used to improve the information's services to the users of airport.

CHAPTER II LITERATURE REVIEW

A. Image

Definition of image stated by <http://www.agmrc.org> is:

“Image can mean gaining a visual identification of your company by its customers such as with a logo. However, it is not limited to this. Image is a part of everything you do including written materials, the way you deal with customers and others, what people noticed about you, etc. Image is also the way others (clients, employees, the community, competitors, etc) perceive your company and its product. It is the action you take to bring that about. It means that image must make a sense and be believable and accurate.”(in <http://www.agmrc.org>)

Based on that statement above, image shows, not only the identity of company from logo or image, but also how the company can be able to deal with publics. The people can identify the company, for example, what the company stand for and what the company is all about. Image also represents the existence of the company to publics.

Based on M. Linggar Anggoro (2002 : 69) states that good image is good impression which is based on experience, knowledge, and comprehension about reality. It means that image is not properly “applied to be more beautiful than its reality” because it will make the image confusing. The real image can be shown anytime. For example, image can come when there is a problem in an institution. The way of solving the problem is to explain what the cause is, whether or not it has to do with wrong information or attitude.

From the definiton above, the writer concluded that creating good image is one of the most important things for an institution or company, because with a positive image an institution will be able to retain its existence and could get public trust. The company should create good relationship between company with

all the public elements or its customers. Spreading the information and explaining the fact that is relevant can fix the wrong perceptions about corporate image. The company also must keep their quality of services, value of beliefs, and goodwill to the public. Therefore, company should keep their image and give a chance for the public to tell their opinions.

B. Communication

B.1. The Definition of Communication

According to Rosady Ruslan, S.H. (2001 : 77), communication is derived from latin 'communicatio' which means 'announcement' or 'exchange of thought'. It means that there must be similarity of meaning in the process of communication, so that there would be an exchange of thought or understanding between communicator (sender) and communicant (receiver).

According to John Tondowidjojo (2002 : 14), communication is a process when someone tries to transfer the information and get all things that become his or her aim. The processes involve sender, message, channel, and feedback.

Social life is possible only through the ability to communicate, to transfer meaning between individuals. Group activity would be impossible without some means of sharing experiences and attitudes. Communication includes all the symbols of mind, the means of conveying them, and the means of preserving them. To reach, to understand, and to influence another, a person must communicate.

Based on Wilbur Schramm, (quoted by Cutlip, Center, and Broom in *Effective Public Relations*) gives the explanation about communication as follows:

“Communication (human communication, at least) is something people do. It has no life of its own. There is no magic about it except what people in the communication relationship put into it. When one studies communication, therefore, one studies people – relating to each other and to their groups, organizations, and societies, influencing each other, being influenced, informing and being informed, teaching and being taught, entertaining and being entertained – by means of certain signs which exist separately from either of them. To understand the human communication process one must understand how people relate each other”(in Cutlip, Center, and Broom, 2002: 252)

In fact, Schramm’s concept of communication requires a two way process model in which sender and receiver operate within the contexts of their prespective frames of reference, their relationship, and the social situation. Communication becomes information transmission between communicator and communicant. Therefore, they can exchange their thought easily because they have the similarity of aims. Then, their aims can be reached by communication.

According to Prof. Drs. Onong Uchjana Effendy, M.A., there are two kinds of management communication technique, they are direct communication and indirect communication.

a. direct communication

Direct communication is communication between communicator and communicant by face to face communication. It involves interpersonal communication and group communication.

1. interpersonal communication.

It is communication between communicator and communicant (dyadic communication) or between communicator and two communicants (triadic communication). Both dyadic communication and triadic communication, the people involved do face to face communication. In this communication situation, feedback is given directly, in other word, communicator can know the effect of its communication at that time. It is called immediate feedback.

2. group communication.

It is communication between someone with other persons by face to face communication.

b. indirect communication

It can be called mediated communication, because communicator uses media to transfer the message to communicant. Media is used because communicant is not in the same place as communicator, so that face to face communication can not be carried out. It can be classified into mass media communication and non-mass media communication.

1. mass media communication.

The characteristic of mass communication that distinguishes it from interpersonal communication is that the messages are sent to the receivers indirectly, using some form of mechanical device. In mass communication the source and receiver are not physically in the same place. The message is also sent through mechanical devices,

such as a radio transmitter which allow it to be reproduced and distributed to many receivers at the same time.

2. non – mass media communication.

It is a communication using media which do not have characteristics like in mass media communication. The medias are letter, telephone, telegram, telephone radio, telex, telegraph radio, Closed Circuit Television (CCTV), film documentation, organization magazine, poster, street banner, pamphlet, buletin, announcement board, etc. The form of communication is according to the message that will be communicated and communicant as a communication target. (Effendy, 1993 : 25 – 39)

B.2. Effective Communication

Public Relations process consists of research, objective, programming, and evaluation. Based on Jerry A. Hendrix (2001 : 25 – 39), one of the aspect of programming in Public Relations process is effective communication of the program. Effective communication depends on source credibility, salient information, nonverbal cues, verbal cues, two way communication, opinion leaders, group influence, selective exposure, and audience participation. The explanations are as follows:

a. source credibility.

Effectctive communication depends on source credibility. It means that the success or the failure of the entire public relations transaction can hinge on

how the source of communication, the spokesperson for organization, is perceived by the intended audience. Credibility involves a set of perceptions about sources held by receivers. The personal characteristics of believable sources that continually appear in communication research are trustworthiness, expertise, dynamism, physical attractiveness, and perceived similarities between the source and receivers. Communication coming from high-credibility sources will clearly be in the best interest of the PR program.

b. salient information.

Effective communication depends on the use of salient information in the client's messages addressed to target audiences. It means that the message content must be motivational for intended audiences – it must strike responsive chords in their minds. Information that is not salient for audiences should be discarded.

c. nonverbal cues.

A third principle of effective communication involves the use of appropriate nonverbal cues in the PR program's messages. Countless volumes have been published on a variety of aspects of nonverbal communication. But for purposes of effective programming, the PR practitioner should closely examine the nature of the client's action or special events that are to serve as a basis for the overall effort. Choosing appropriate symbols to represent the client, focussed eye contact, body movement, or facial communication can be the most important aspect of nonverbal communication.

d. verbal cues.

The use of effective verbal message cues, or the actual wording of the client's messages. The two most important characteristics of effective language usage are clarity and appropriateness. To be clear, language must be accurate. The word in a message should be logically connected – they should hang together well. Message should also be appropriate to the client, the audience, and the occasion.

e. two way communication.

Two way communication is the fifth principle of effective communication. Communication was once considered a linear process involving the transmission of a message from a source through a channel to a receiver. However, the PR practitioner must program two way communication activities that permit audience response or feedback. A variety of print oriented response mechanisms are available, such as suggestion box for the employee communication, and letters to the editors of publications. The most effective means of two way interaction, however, is interpersonal communication activities: speeches with question and answer sessions, small group meetings, and one on one communication.

f. opinion leaders.

Opinion leaders is the sixth principle of effective communication. It means that the practitioner should seek opinion leaders, or “influentials” who turn will communicate with their followers or cohorts. One simple way to identify opinion leaders is to catalog the leadership of all important groups

in a given community or institution. Practitioner should create a list of opinion leader contracts, much like their media contact list, including all relevant data about the leaders, their position, their availability, and their influence on the other audiences.

g. group influence

Effective communication depends on group influence. People belong to variety of formal and informal groups. The most valued groups, which exert the greatest influence in their members are known as reference groups. The practitioner's task is to identify and target for communication key groups that can be most useful to the client or organization.

h. selective exposure.

Eighth principle of effective communication that should be observed by the public relations practitioner is selective exposure. Because the objectives of public relations include attitude and behaviour modification, the temptation is always present to take on the most difficult of all tasks: changing existing attitudes or behaviours. Why is this the toughest task? The principle of selective exposure holds that people will accept and even seek our communication supporting their beliefs.

i. audiences participation.

The final effective communication is audiences participation. This is the only means of communication that encourages audiences self persuasion through direct experience or involvement with the client's services or products.

C. Public

The word “public” comes from “public opinion”, it is a group of people who have same importance and same idea about a problem that make conflict come to the surface or controversial. (Moore, 1988 : 54)

According to John Deweys, which is quoted by Cutlip, Center, and Broom in *Effective Public Relations*, he says that:

“Public as an active social unit consisting of all those affected who recognize a common problem for which they can seek common situation. He wrote that publics are formed by recognition of evil consequence brought about a common interest without communication, however, it will remain shadowy and formless, seeking, spasmodically for itself, but seizing and holding its shadow rather than its substance.” (in Cutlip, Center, and Broom, 2002 : 268)

From the definition above, it can be concluded that it is important that the public relations officer is aware of the whole range of publics that must be communicated with. Each public will have a different communication requirement, although the information given to each must not conflict. Public has an important role in giving opinion and their opinions affect the company, so, the company should be able to make a good relationship with all publics.

D. Information

Information is a term with many meanings depending on conflict, but is as a rule closely related to such concepts as meaning, knowledge, instruction, communication, and representation. According to John Tondowidjojo (2002 : 4), information is a help that is given through communication in order to get suggestion and decision as his or her interest and prosperity. He also says that the

main elements of information are to tell the meaning and form the understanding about the information.

There are also definitions of information from English dictionary. It is from Webster Collegiate Dictionary and Longman : Dictionary of Contemporary English. According to Merriam Webster Collegiate Dictionary (2003 : 641), information is the communication or reception of knowledge or intelligence. In additon, based on Longman : Dictionary of Contemporary English (2003 : 834), information is facts or details that tell you something about a situation, person, event, etc.

It can be concluded that information can add the knowledge about how to make a decision that is based on the fact, order, and message. Information also help to increase good relationship with public who have the influence in organization through creadibiltiy information. Information also has a big responsibility to receivers in spreading the message and make a best decision for them. Public relations officer should be able to explain and transfer the information clearly, because of information tell something that must be responsibility to the public.

CHAPTER III

DISCUSSION

A. Description

A.1. General Description of Adisumarmo International Airport

A.1.1 The history of Adisumarmo International Airport

Adisumarmo International Airport is located about 14 kilometers to the north Surakarta. The Dutch Government built it in 1940. they destroyed it when the Japanese army came to solo. Therefore, the Japanese army could not use the airport. After that, Japanese government rebuilt it in 1942. this airport was used as a navy military basic flight (Kaigun-Bakusha).

After Indonesia independence in August 17, 1945, the ability to operate and handle a flight activity was manifested in the flight organization, named “Surakarta Flight”. It was launched on February 6, 1946. The name of “Surakarta Flight” was changed into “Panasan Airport” on May 1946. At the beginning, Panasan Airport is used unly for military flight.

During the Pacific Association of Travel Agencies (PATA) in 1974, in order to serve the commercial as well as the military flight, the facility of the airport was developed. The commercial flight was opened on April 23,1974 and served by PT. Garuda Indonesia with Jakarta-Solo-Jakarta route three times a week.

Based on the decree of KSAU No. SKEP/07/VII/1977 on July 25 1977, Panasan Airport was changed into Adi Sumarmo Airport. The name of

Adisumarmo was presented to honor Captain Anumerta Adisumarmo Wiryo Koesoemo.

The flight frequency was increased into five times a day because the number of passengers and cargo delivery increased. Therefore, it was also to serve DC – 09 airplane type flights operational.

According to the government policy, to improve the air transportation services to the tourist and to increase the facility of the airport, the department of communication developed Adisumarmo Airport into international airport. This policy was based on Decision Letter of Communication No. KP2/AU 005/ PHB-89 on March 31, 1989 and Decision Letter of Justice Ministry No. M. 04-um.01.06 on April 10, 1989. the first international flight from Singapore to Jakarta to Solo was opened on May 1, 1989. It was served by PT. Garuda Indonesia. However, it is served by Silk Air today, three times a week.

Adisumarmo International Airport officially became a Hajj embarkation for people who want to go to Mecca, especially from Central Java and Jogjakarta since March 15, 1997. Later, on December 22, 2005 Adisumarmo International Airport had premier first flight with Malaysia-Solo-Malaysia route everyday by Air Asia Airlines until now. Then, on January 2008, Indoneisa Air Asia had premier with Jakarta-Solo-Jakarta route everyday. Thus, Adisumarmo International Airport has two international flights and five domestic flights.

A.1.2. Specification of the Airport.

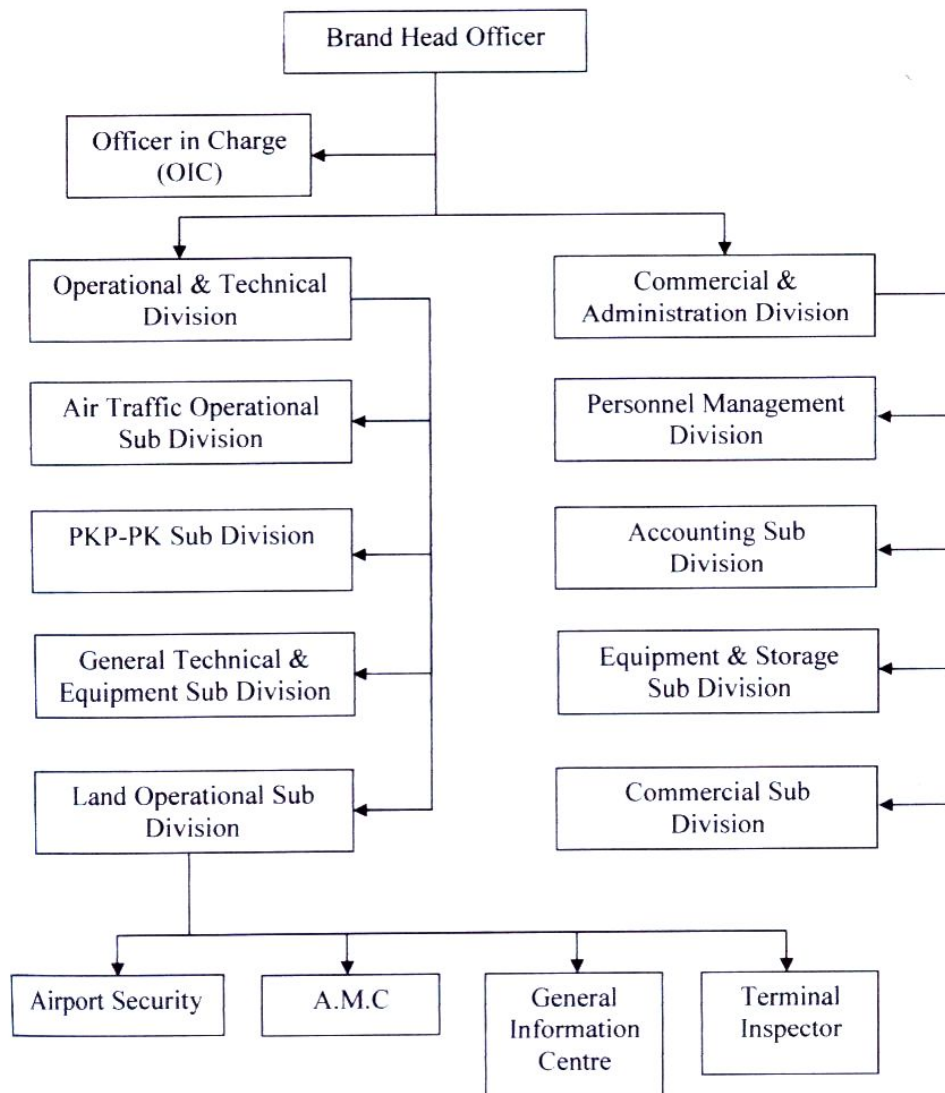
Adisumarmo International Airport is supported by many facilities. It has also some specifications in terms of the width, operation hour, the capacity of apron, and other facilities in the airport.

The airport is classified as II A Class airport. It is located on 070, 31'04'' LS/1100, 45'18'' bt 50,99 Ha. The elevation is 106 MSL/948 feet and ICAO/IATA code is WARQ/SOC. The operation hour of the airport is 11 hour from 07.00 am until 18.30 pm WIB or in UTC (Universal Time Coordinate) is from 00.00 until 11.30 UTC. The runway of the airport has the specification in which the direction is 08-26, the width of dimension is 2600X45 m2, PCN is 68/FC/C/XT.

It has also the facilities, such as taxiway, apron for airplane parking area, terminal for domestic and international passenger, airplane hangar, flight communication, navigation tools, PKP-PK, air field lighting, power and water supply, mechanic equipments, security facilities, parking area, meteo services, CLQ services, immigration, quarantine, available transportation, general service, etc.

A.1.3 Organization Structure of Adisumarmo International Airport

The scale of organization structure of Adisumarmo International Airport is as the following:



Description of the organization structures are as follows:

1. Branch Head Officer

This officer is responsible for handling, charging, supervising, and controlling all activities and operation of the airport. It is the highest position in Angkasa Pura 1 Ltd. Of Adisumarmo International Airport.

2. Officer in Charge

Officer in Charge is responsible for all the airport services activities and supervising the daily operation of the airport. This officer is also responsible to the Branch Head Officer.

3. Operational and Technical Division

This division is responsible for managing, controlling, and reporting air traffic service and airport service. It supervises five subdivision, they are:

- a. Air Traffic Operational Sub Division

This sub division has function to organize the air traffic operational service activities, it also supports to find and to give a help for flight accident in Aerodrome Traffic Zone (ATZ).

- b. PKP-PK Sub Division

PKP-PK Sub Division has function to organize the aid operation service activities and fire extinguisher as security of the airport.

- c. General Technical and Equipment Sub Division

This sub division has function to prepare the use of building facilities, landing strip, airport environment, mechanical, water, and operational vehicles.

d. Electric and Electrical Engineering Sub Division

This sub division is responsible for maintaining all the electrical devices, such as safety flight technical facilities, electricity and other electronic equipments.

e. Land Operational Sub Division

This sub division is responsible for managing air sides, land sides, terminal, and airport information service activities. It is divided into three parts:

e.1. Apron Movement Control (AMC)

A.M.C is responsible for arranging the airplane's parking movement in the airport. It also gives information of arrival, departure time, and the number of the passenger.

e.2. General Information Centre

Information centre unit has function to announce, to operate, to give information to the users of the airport about airport operation, services, and tourism information.

e.3. Security

Security is responsible for giving safety to the passengers. They also have responsible for checking passengers and their baggage, cargo equipment by using X-ray or walk through.

e.4. Terminal Inspector

This unit is responsible for controlling the airport equipment utilization.

4. Commercial and Administration Division

This division is responsible for organizing, controlling, preparing, and reporting the commercial, finance, administration activities. This division supervises five parts, they are:

a. Commercial Sub Division

This sub division has function to organize the development of service/product activity, marketing, and picking income from aeronautic and non aeronautic services.

b. Personnel Management Sub Division

This sub division is responsible for managing personnel activities, community relations, and management information system. It also prepares and serves office general facilities.

c. Accounting Department Sub Division

This sub division has function to make a note and give report about finance accounting, management accounting, and supply accounting.

d. Equipment and Storage Sub Division

This sub division is responsible for organizing cash management, administration, and saving valuable letters.

B. The Job Training Activities

Adisumarmo International Airport does not have Public Relation division. That is why the writer was placed in Information Center Unit. The writer did the job training for a month from 1 until February 29, 2008. During the job training the writer did the activities that had relation with Information Center Unit's services. The workday schedules for Information Center Unit of Adisumarmo International Airport are everyday from 05.30 am until the last flight time. The work time is divided into two shifts, they are, morning shifts and afternoon shifts. Morning shift is done from 05.30 am until 12.30 pm. Afternoon shift started from 13.00 pm until the last flight time. This is only for the officer and not for the trainee or the writer. The writer had different schedule in Information Centre Unit. It is because the writer worked from other trainees in Information Center Unit. The writer also did the job training into two shifts. Morning shift started at 05.30 am until 12.30 pm and afternoon shift was from 13.00 pm until 18.00 pm. The workday system was done in two shifts and took one day off. It was done continually for a month by turns with other trainees. The writer followed the workday of information officers. It was done because the officers worked alone. Therefore, the writer accompanied her in doing the activities and services.

The writer did many activities in Information Centre Unit. It was hoped to develop her knowledge and to practice her ability in Information Centre Unit. The writer was assisted by Information Centre officers. The writer was taught to be self independent and professional in doing activities and services. The writer did some works, such as:

1. Making and receiving calls from customers and employee of PT. Angkasa Pura 1.
2. Giving information about flight schedule, such as, airlines flight time, arrival, departure, cancellation, and delay flight time.
3. Selling platforms or daily pass to publics.
4. Fulfilling the daily report forms to commercial sub division, equipment and storage sub division, accounting sub division, and land operational sub division.
5. Making data of arrival, departure, and cancellation flight time in log book.
6. Giving tourism information.
7. Telling the facilities of the airport.

C. The Job Training Result

After doing the job training, the writer got several knowledge and experience related to Information Centre Unit's activities and services. The writer had done all the activities in Information Centre Unit. The writer gave services to the passengers and publics who came to the Information Centre Unit directly or indirectly. The writer also succeeded to do several duties, such as, fulfilling daily report form, making and receiving calls, and selling daily pass or platform to the publics. Besides that, the writer also knew how to handle public complaint about cancellation, delay, or flight time changes. The writer had duty to give explanation about it to the public. Thus, the writer can improve her ability to communicate with other people.

Moreover, the writer gave information about flight schedule for all airlines in the airport, tourism information, and helped to make a note of arrival, departure, and cancellation flight time in log book. The writer also learned about UTC time (Coordinate Universal Time). It is time system which is used to determine flight time of airlines and usually used by all flight time in the airport. In this case, the writer was helped and guided by Information Centre officers during the job training in Information Centre Unit

D. The way of Information Centre Unit gives information to the public.

The Information Centre Unit communicates with publics directly and indirectly. Based on Prof. Drs. Onong Uchjana Effendy (1993, 25-32), there are two kinds of management communication techniques, they are direct and indirect communication. The way of Information Centre Unit gives information to the public, they are direct communication and indirect communication:

1. Direct communication.

This is the way of communication that Information Centre officers meet the public directly. It means that the officers do face to face communication with the public. The activities which are done by face to face communication are selling platform or daily pass and giving tourist information and the facilities in the airport.

1.1. Selling platform or daily pass.

The Information Centre Unit officers sell daily pass or platform for the publics. Daily pass is used to enter waiting room for domestic departure and check in area for international departure. It is only for those who want to accompany the passenger and enter to inside the terminal. The Information officers tell the use of daily pass to the publics in order to avoid misunderstanding between daily pass for domestic and international departure. The price of daily pass is 20.000 rupiahs for each person. It is for domestic and international departure.

Moreover, there are other platforms for car or ambulance and filter. Platform for car or ambulance is used by the public who want to take the baggage or corpse in cargo. The weight of the car must be 2 ton, so that it is allowed to enter the cargo. The public must pay 4.500 rupiahs for each car. Besides that, platform for filter is used by publics who want to enter the apron with his or her own car. For example, the car is used to pick the family up who cannot pass the departure gate because of health problem. Therefore, the public must report to AMC officers before they enter the apron. They also must pay 27.500 rupiahs for the use of the filter.

1.2. Giving tourist information and the facilities of the airport.

The passengers or publics come from different places in Indonesia or other countries. They usually ask about tourism, such as tourism places in Surakarta, hotels, transportation to tourism destination, etc. the officers help to show and tell the tourist about tourism. It means that they also have

responsible for promoting tourism in Surakarta. The Information Centre Unit also provides the brochures and map of Surakarta for the foreign and domestic tourist. It is because Adisumarmo International Airport is the only air transportation service in Surakarta and becomes the main gate of social, culture, economy for society of Surakarta.

The Information officers also help to give information about the facility for the public in the airport. The public usually come to the Information Centre Unit and ask to the officers about the facility in the airport. There are many facilities in the airport, such as prayer room, toilet, bank, airlines counters, taxi, public telephone, etc. It is because not all passengers and public know the facility in the airport well.

2. Indirect Communication.

Indirect communication uses media to transfer the information to the public. Information Centre Unit has many facilities to support their work. The media help to communicate with the public indirectly. Therefore, media has an important role for communication processes and the messages can be accepted clearly by passengers and public. There are many kinds of communication media in the Information Centre Unit, they are Public Address System (PAD), Flight Information Display System (FIDS), and telephone information centre.

2.1. Public Address System (PAD)

This is a media which is used to announce arrival, departure, or flight time changes, for example, delay arrival. Public Address System is a speakerphone that can be heard by all the users of the airport, especially in terminal area. This media is very important for the activities in the airport. They also have duty to give announcement clearly from this media to the public. The examples of flight's announcement are as follows:

a. Announcement about arrival.

“Your attention please, Lion Air JT 539 from Jakarta has just arrived. Thank you”

“Mohon perhatian, pesawat Lion Air dengan nomor penerbangan JT 538 dari Jakarta telah mendarat. Terima kasih.”

b. Announcement to enter the waiting room.

“Your attention please, Garuda Indonesia flight number GA 220 to Jakarta, passengers are requested to proceed in the waiting room. Thank you”

“Mohon perhatian, pesawat Garuda Indonesia dengan nomor penerbangan GA 220 tujuan Jakarta, para penumpang dipersilahkan masuk ke ruang tunggu keberangkatan. Terima kasih.”

c. Announcement for boarding.

“Your attention please, Sriwijaya Air flight number SJ 210 to Jakarta is now boarding, passenger please board to the aircraft to gate two. Thank you.”

“Mohon perhatian, pesawat Sriwijaya Air dengan nomor penerbangan SJ 210 tujuan Jakarta, para penumpang dipersilahkan masuk pesawat melalui pintu dua. Terima kasih.”

d. Announcement for being delayed arrival.

“Your attention please, Air Asia flight number AK 996 from Malaysia will be delayed. The new arrival time will be 09.30 am. We apologize for this delay. Thank you.”

“Mohon perhatian, pesawat Air Asia dengan nomor penerbangan AK 996 dari Malaysia mengalami keterlambatan. Dan dijadwalkan akan tiba kira-kira pada pukul 09.30 WIB. Air Asia mohon maaf atas keterlambatan ini. Terima kasih.”

e. Announcement for nominative call.

“Your attention please, calling for Mr. Dimas Garuda 227 passenger to Jakarta. Someone waiting for you in.....thank you.

“Mohon perhatian, panggilan untuk saudara Dimas penumpang pesawat Garuda 227 tujuan Jakarta, ditunggu tamu di.....terima kasih.”

2.2. Flight Information Display System (FIDS)

Flight Information Display System (FIDS) is a system of displaying arrival and departure flight schedules through TV monitor put in Information Centre Unit, departure room, waiting room, and check in area. The information officers have a duty to up date the schedules in FIDS. The passengers and publics do not need to come or to ask the flight schedule to Information Centre Unit, since they can also see FIDS in airport areas. The information officers will change the flight time, if there is information about a flight time change from airlines to FIDS.

2.3. Telephone Information Centre (PABX)

Beside the public can come to airport directly, they can use services from telephone calls. They can call the operator or information officers through available number of Information Centre Unit. The public usually ask about airlines telephone number, flight schedule, hotel telephone number, and other related to airport's services. Moreover, the information officers do not only give services to the passenger and public, but they also serve the employees of PT. Angkasa Pura 1 as internal public. They become telephone operator who connect or make calls between internal public and institution of the airport to other institutions. PABX is the type of telephone in Information Centre Unit which is used as telephone operator. PABX help to make communication services inside and outside the airport. The codes of PABX are as follows:

- a. RLS : release. It has a function to connect the telephone which is online.
- b. Transfer : it is to connect the extension number of airlines or other institution inside and outside the airport.
- c. Night : it is to move the telephone connection to Security office that does night watch.
- d. Hold : stand by.
- e. Override : it is to hear the telephone calls which is online.
- f. Recall : it is to recall the operator because of the extension number was busy or not risen.
- g. Source : back to the former caller.
- h. Both : do the conversation with three persons.

E. The Information Centre Unit's efforts to create company good image to the public.

Image is the main purpose and also the form of reputation that will be reached by Public Relations world. The Information Centre Unit does some efforts to create good image. One of Public Relations efforts is making effective communication to the target public through maintaining source credibility, doing two way communication, and inviting audience participation.

- a. Maintaining source credibility.

The information officers have responsibility for giving accurate time information of airlines to publics. Before they announce the flight time

changes, they confirm the accurate time from many sources, they are AMC (Apron Movement Control), Air Traffic Aerodome, and airlines. In this case, Information Centre Unit always does communication with them in order to determine credibility flight time. Besides that, they are supported by communication devices, they are Hand Talk (HT) and telephone lines. They help them to communicate with airlines and other in the airport areas about flight time and possible flight time changes, departure, delay, or cancellation that can happen anytime. Accurate information which is got from source credibility can improve public trust to the company about its services. It is also influence the image of company.

b. Doing two way communication.

The information officers do two way communication for transferring the messages to the target public. Interpersonal communication between officer and passenger or publics always happens in many occasions. The activities of two way communication in Information Centre Unit are selling platform and giving information about tourist information and the facilities in the airport. The information officers tell the passengers or publics directly about the use of platform for domestic and international departures. Two way communication is effective because the officers meet the passengers or publics directly and get feedback or responses from them, so that they know their explanations can be accepted or not. Moreover, two way communication can use oriented printed media as

media of communication with the publics, that is, suggestion box for public responses that is put in the form of the Information Centre Unit.

c. Inviting audience participation.

To invite public participation, the information officers distribute questionnaires. The questionnaires consist of some questions about the quality of services and the opinion of the customers about Information Centre Unit. The results of the questionnaires help to measure the quality of Information Centre Unit services.

This is the customer's responses to the services provided by Information Centre Unit which is held in the airport. The questionnaires were distributed to passengers and those who come to the airport. The results are as follows:

1. The quality of services in Information Centre Unit.

Most of the customers said that the services of Information Centre Unit are fair satisfactory. They, however, wanted the quality of some services in Information Centre Unit to be improved, such as the hospitality when they pick up the telephone. The officers are also suggested to be patient when they serve the passengers and publics. They also hoped that the information officers can give more accurate information and clearer information to public.

2. The ways of the customers use the services in Information Centre Unit.

Most of the customers prefer to come directly to Information Centre Unit. They said that it is more comfortable and clear, if they can meet and ask directly with the information officers. It means that direct communication is preferable.

3. The influence of Information Centre Unit for the image of the company to the public.

The costumers said that the Information Centre has a big influence for creating image of the company. It can be seen from the information officer services and from how they communicate with public. The customers also said that the information officers should improve the quality of services and professionalism of information officers.

CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

From the discussion in chapter three, the conclusion can be drawn as follows:

1. The way of Information Centre Unit gives information to the public.

Information Centre Unit does communication in two ways, they are, direct and indirect communications Direct communication is the way of communicating at in which the officers meet the public directly by face to face communication. The activities of direct communication are selling platform or daily pass, giving tourist information and the facilities in the airport.

Indirect communication is communication through media provided by Information Centre Unit. The activities are giving announcement through Public Address System, arranging flight schedules in Flight Information Display System (FIDS), and as telephone operator by using Telephone Information Centre. Each media has an important function to increase the services and communication between Information Centre Unit to the public.

2. The Information Centre Unit's efforts to create good image to the public.

The efforts of Information Centre Unit in order to create good image are giving effective communication to the public. Effective communication is one of public relation programs which has function to give clear message and to get feedback directly or indirectly from the public. Thus, the aim of the services and communication that is held by information officers can be accepted and the public will feel satisfied. Effective communication is done by Information Centre Unit by maintaining source credibility, doing two ways communication, and inviting audience participation.

Maintaining source credibility is one of the efforts in order to get trust from the public. The Information is usually about the flight schedules, such as arrival, departure, delay, or cancellation. The sources is got from AMC (Apron Movement Control), Air Traffic Aerodome, and airlines. They always help to give accurate information to the publics.

Two ways communication is communication between information officers and the passenger or public. It is done by doing services directly with the passenger and public. For example, Information officers sell the platform to the publics and they must explain the use of the platform for domestic and international departure. Two ways communication can also be done by using media, for example, suggestion box in Information Centre Unit.

Audience participation is public participation about their responses through questionnaires provided by Information Centre Unit. The Information officers invite them and get the results from it. The results of the questionnaire distributed to 30 respondents show that the quality of the services of Information Centre Unit is considered to be fair. The publics prefer to come to Information Centre Unit directly because they will get accurate information. It means that direct communication is preferable.

B. Suggestion

The writer has some suggestions for Information Centre Unit of Adisumarmo International Airport. The suggestions are as follows:

1. The Information Centre Unit of Adisumarmo International Airport should increase the quality of services, hospitality and give comfortable services to the publics.
2. PT. Angkasa pura 1 as the management of Adisumarmo International Airport, Information Centre Unit and all divisions should maintain the image of the company. It can be done by improving their quality of air transportation services to the public.
3. The Information Centre Unit's room should be expanded in order to help to optimize the information officer's work.

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<http://www.agmrc.org>

www.angkasapura1.com

APPENDICES

The summaries results of questionnaires about the satisfaction of customer services in Information Centre Unit of Adisumarmo International Airport.

The respondent is 30 persons

1. The quality of services in Information Centre Unit.

Answers	Total	Reasons
The services are satisfactory	20%	- The officers give clear information - The officers give hospitality services
The services are not satisfactory	10%	-The officers has not give information well -The customers suggested to increase the hospitality and quality of services
The services are fair satisfactory	70%	-The officers has given good services to the customers -The officers still need to increase the quality of services

2. The way of customers uses the services in Information Centre Unit.

Answers	Total	Reasons
The customers do direct communication	56,7%	-The customers can get the accurate information if they ask to Information Centre Unit directly. -The customers is more comfortable and get clearer information
The customers use telephone lines	43,3%	-It does not spare much time -It is more practical

3. The question which is usually asked to Information Centre Unit.

Answer	Total	Reasons
Flight schedule	100%	Most of them ask about flight schedules to the information officers

PT. (PERSERO) ANGKASA PURA I
BANDARA INTERNASIONAL ADISUMARMO
PAS HARIAN - MOBIL (s.d. 2 Ton)
NON PUBLIC AREA

Seri: N^o 0000025
Rp. 4.500,-

PT. (PERSERO) ANGKASA PURA I
BANDARA INTERNASIONAL ADISUMARMO
PAS HARIAN - MOBIL (s.d. 2 Ton)
NON PUBLIC AREA

Nomor Polisi :
Nama Pemilik :
Keperluan :
Daerah :
Rp. 4.500,-
Seri: N^o 000025
Berlaku untuk tgl.

GENERAL MANAGER
BANDARA INTERNASIONAL ADISUMARMO
Cap Perusahaan
Seri: N^o 000025
Rp. 4.500,-
Periksa sebelah

KEPUTUSAN DIREKSI PT. AP. I
NO. KEP. 1404/KU.202.2-7/1998
TGL. 24-12-1998

PT. (PERSERO) ANGKASA PURA I
BANDARA INTERNASIONAL ADISUMARMO
BIAYA SEWA SARINGAN KNALPOT
MASUK APRON

Seri: N^o 000007
Rp. 27.500,-

PT. (PERSERO) ANGKASA PURA I
BANDARA UDARA INTERNASIONAL ADISUMARMO
BIAYA SEWA SARINGAN KNALPOT MASUK APRON

Nomor Polisi :
Nama Pemilik :
Keperluan :
Daerah : Apron, Sial Udara.
Rp. 27.500,-

GENERAL MANAGER
BANDARA INTERNASIONAL ADISUMARMO
Cap Perusahaan
Seri: N^o 000007
Berlaku untuk tgl.

Seri: N^o 000007
Rp. 27.500,-
Periksa sebelah

PT. (PERSERO) ANGKASA PURA I BANDARA INTERNASIONAL ADISUMARMO PANGGILAN ORANG / MOBIL PAGING / CAR CALL	PT. (PERSERO) ANGKASA PURA I BANDARA INTERNASIONAL ADISUMARMO	
	PANGGILAN ORANG / MOBIL PAGING / CAR CALL	
	Nama No. Mobil : Alamat/Instansi : Keperluan : Daerah :	GENERAL MANAGER BANDARA INTERNASIONAL ADISUMARMO
	Rp. 1.500,- Seri: Nº 000207 Berlaku untuk tgl.	Cap Perusahaan Rp. 1.500,-
	Seri: Nº 000207	
	KEPUTUSAN DIREKSI PT. P. I NO. KEP. 107/KU-20-21 / 2001 19 Desember 2001	
	PANGGILAN ORANG / MOBIL PAGING / CAR CALL	
	PT. (PERSERO) ANGKASA PURA I BANDARA INTERNASIONAL ADISUMARMO	
	PANGGILAN ORANG / MOBIL PAGING / CAR CALL	
	GENERAL MANAGER BANDARA INTERNASIONAL ADISUMARMO	

PT. (PERSERO) ANGKASA PURA I BANDARA INTERNASIONAL ADISUMARMO PAS HARIAN ORANG NON PUBLIC AREA	PT. (PERSERO) ANGKASA PURA I BANDARA INTERNASIONAL ADISUMARMO	
	PAS HARIAN ORANG NON PUBLIC AREA	
	Nama : Alamat/Instansi : Keperluan : Daerah :	GENERAL MANAGER BANDARA INTERNASIONAL ADISUMARMO
	Rp. 20.000,- Seri: Nº 004001 Berlaku untuk tgl.	Cap Perusahaan Rp. 20.000,- Periksa sebelah
	Seri: Nº 004001	
	KEPUTUSAN DIREKSI PT. P. I NO. KEP. 140/KU-20-21/1996 TGL. 24-10-1996	
	PAS HARIAN ORANG NON PUBLIC AREA	
	PT. (PERSERO) ANGKASA PURA I BANDARA INTERNASIONAL ADISUMARMO	
	PAS HARIAN ORANG NON PUBLIC AREA	
	GENERAL MANAGER BANDARA INTERNASIONAL ADISUMARMO	



PT. (PERSERO) ANGKASA PURA I
KANTOR CABANG
BANDAR UDARA INTERNASIONAL ADISUMARMO SURAKARTA

SURAT-KETERANGAN

NOMOR : AP.I. 463 / KP.70.3 / 2008 / GMJ-B

- I. General Manager PT. (Persero) Angkasa Pura I Bandar Udara Internasional Adisumarmo Surakarta dengan ini menerangkan bahwa :

Nama : Tri Vyatra Rahmawati
NIM : C.9305078.
Jurusan : Bahasa Inggris
Program Studi : D.III

adalah Mahasiswa Universitas Sebelas Maret – Surakarta telah mengadakan Praktek Kerja Lapangan di PT (Persero) Angkasa Pura I Bandar Udara Internasional Adisumarmo – Surakarta, pada tanggal 01 Pebruari 2008 s/d 29 Pebruari 2008 dengan hasil baik.

- II. Demikian Surat Keterangan ini dibuat dengan sebenarnya untuk dapat dipergunakan sebagaimana mestinya.

Surakarta, 10 Maret 2008

A.N. GENERAL MANAGER
MANAGER KEU, KOM & UMUM
U.b.

PTS. ASISTEN MANAGER PERSONALIA & UMUM



ROEDI PURWANTO, S.Sos
NIP. 9259291-R.

**KRITERIA PENILAIAN
PRAKTEK KERJA LAPANGAN**

Nama Mahasiswa : TRI VYATRA RAHMAWATI
NIM : C 9305078
Univ / Training : UNIVERSITAS SEBELAS MARET
Program Studi : D.III
Jurusan : BHS.INGGRIS,FAK.SASTRA DAN SENI RUPA
Institusi Mitra : PT (Persero) Angkasa Pura I
Bandar Udara Internasional Adisumarmo Surakarta

Telah melaksanakan Praktek Kerja Lapangan di Bandar Udara Internasional Adisumarmo Surakarta pada tanggal 01 Pebruari 2008 s/d 29 Pebruari 2008 , dengan hasil :

No	Aspek Yang Dinilai	Nilai
1	Kedisiplinan	80
2	Tanggung Jawab	80
3	Kejujuran	85
4	Kesopanan	85
5	Kemampuan komunikasi dan adaptasi	80
6	Kemampuan kerja sama dalam pelaksanaan tugas	84
7	Kreativitas dan kemampuan memecahkan masalah	80
JUMLAH RATA-RATA = $574 : 7 = 82$		82

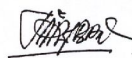
KETERANGAN

A = Sangat Baik (86 – 100)
B = Baik (71 – 85)
C = Cukup (55 – 70)
D = Kurang (<54)

$$\text{Nilai Pelaksanaan Tugas} = \frac{574}{7} = 82$$

Surakarta, 03 Maret 2008

ASS. MAN. PELAYANAN BANDARA



EDY MARTONO
NIP. 9555339-E

PT (PERSERO) ANGKASA PURA
 BANDARA ADISUMARMO SURABAYA

PENCAMORAN PESAWAT PAB

CENTRAL NO. 0271-780715

RUANG	NO. EXT	RUANG	NO. EXT
RAI MANAGER	200	KOPERASI	227
ETARIS CM	201	IMIGRASI	230
KEU. KOM & UM	202	KESEHATAN	231
PERSONALIA	204	KARANTINA	232
TAHISI & ANGGARAN	205	FISKAL	234
AHARA & PKBL	207	VIP	235
RS. & PENG. USAHA	209	BEA CUKAI	236
ENGGAPAN & GUD.	211		
IR	212	SM. GARUDA	226
AT	214	GAPURA	229
		SAHID	237
OPERASI & TEKNIK	203	CIP LOUNGE BARAT	223
MASI / TM. DOMESTIK	208	CIP LOUNGE TIMUR	225
IT. & KEAMANAN / SEQ.	210	ERINDA / MUTIARA	226
IT. & KEAMANAN / PK	213	CARGO MSA	230
ELEKTRONIA	215	LINE 1 / SOLO MURNI	240
NUM & PERALATAN	216	EXECUTIVE LOUNGE	241
ANAN BANDARA	217	O.P.P.U	244
SILALIN PNB	218	BATIK KERIS	247
BASE OPS.	219	CARGO NUSANTARA	248
TADC	220	YULIA SILVER	249
SPATCH	221	LION AIR	250
STRIK	222	MONEY CHANGER	252
O	224	SRIWIJAYA AIR	253
	243	NATRA TOUR	255
		SERVICE KEDERANGKATAN	256
IFQ TM. INT'L	206	PJP	257
ENDARAAN	231	ASIA AIR	258
OR	9	ADAL AIR	259
		POSKO GAPURA	260

QUESTIONAIRES : penelitian untuk mengetahui pembentukan image/citra melalui pelayanan dari bagian informasi di Bandara Internasional Adisumarmo, Surakarta.

Jenis kelamin : P / L (coret yang tidak perlu)

Umur :

Pekerjaan :

1. Bagaimana menurut anda tentang pelayanan yang diberikan oleh bagian informasi di Bandara Internasional Adisumarmo ?

Memuaskan/tidak memuaskan/cukup memuaskan (pilih salah satu) dengan alasan

.....
.....

2. Apakah jawaban yang diberikan oleh petugas informasi di Bandara Internasional Adisumarmo sudah jelas atau dapat dimengerti ?

a. jelas.

b. tidak jelas / tidak dapat mengerti.

c. cukup jelas/ cukup mengerti.

3. Apakah anda pernah bertanya ke bagian informasi via/melalui telepon ?beri alasan!

a. pernah.

b. belum pernah.

.....

4. Apa saja yang anda tanyakan ke bagian informasi ? (baik itu secara langsung maupun via/melalui telepon)

.....
.....

5. Menurut anda, apakah pelayanan yang diberikan oleh bagian informasi sangat mempengaruhi citra yang dimiliki oleh Bandara Internasional Adisumarmo ? Beri alasan!

.....
.....

6. Adakah saran dan kritik untuk bagian informasi agar dapat meningkatkan pelayanan untuk penumpang dan konsumen ? Beri alasan!

.....
.....

Per : 29 Pebruari 2008

NO.	Jenis Pelayanan			Catatan
A.	Public Address System			
	1. Announcing Keberangkatan			
	a. Check - in	312	kali	
	b. Boarding I	204	kali	
	c. Boarding II	135	kali	
	d. Final Boarding	112	kali	
	e. Delay Departure	108	kali	
		871	kali	
	2. Announcing Kedatangan			
	a. Arrival	190	kali	
	b. Delay Arrival	122	kali	
		312	kali	
	c. Paging	5	kali	
B.	Public Information System			
	1. Keberangkatan	312	tampilan	
	2. Kedatangan	312	tampilan	
C.	Pemberian Informasi			
	1. Tatap Muka	1.972	kasus	
	2. Melalui Telepon	10.325	kasus	
D.	Bahan Informasi Cetak			
	1. Informasi Wisata	50	copies	
	2. Informasi Lainnya	125	copies	
E.	Saran / Keluhan Pengunjung	-	buah	
F.	Jasa Telepon Internasional / Interlokal			
	1. Biaya Pribadi		ribu rp	
	2. Biaya Dinas		ribu rp	
G.	Lain - lain	1.906		

LAPORAN FASILITAS / PERALATAN OPERASIONAL
PENERANGAN & KOMUNIKASI UMUM

Info. 4

NO	LOKASI	FASILITAS / PERALATAN	MERK / TYPE	JUMLAH	RUSAK / US		KONDISI AKHIR BULA
					JUMLAH	MULAI TANGGAL	
01.	RUANG INFORMASI	Tape	JVC	1	-	-	Baik
		CD - Player	Samsung	1	-	-	Baik
		Amplifier	Toa	1	-	-	Baik
		Telepon Intern	NRA Phone	1	-	-	Baik
		F I D S	ICM	1 Set	-	-	Baik, mulai tgl. 25 - Februari
		P A B X	ALCATEL	1 Set	-	-	Baik

Per : 29 Februari 2008

MENGETAHUI
MANAGER OPERASI & TEKNIK

Surakarta, 4 Maret 2008
ASS MAN PELAYANAN BANDARA

SIMIN

EDY MARTONO

LAPORAN FASILITAS / PERALATAN OPERASIONAL
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Per : 29 Februari 2008

MENGETAHUI
MANAGER OPERASI & TEKNIK;

Surakarta, 4 Maret 2008
ASS MAN PELAYANAN BANDARA

SIMIN

EDY MARTONO



PT (PERSERO) ANGKASA PURA I
CABANG BANDARA ADISUKARNO, SURABAYA

SARAN - KELUHAN
SUGGESTION - COMPLAINT

NAMA / NAME : Xuni
PEKERJAAN / OCCUPATION : Swasta
ALAMAT / ADDRESS : Karanganyar

Pengunjung () Penumpang (v) Tiba dari : Berangkat ke :
Visitor Passenger Arrived from Departing For :
.....

Nomor Penerbangan Tanggal
Flight Number : GA. 221 Date : 11 Januari 2008

Saran + keluhan :

- waiting room masih kurang luas, apalagi jika tjd penundaan keberangkatan mengakibatkan ruangan penuh.
- tempat parkir kurang luas

* Dari keluhan yang saya utarakan di atas semoga pihak bandara dapat menambah tempat parkir mobil.

Note :

Harap saran/keluhan ini dimasukkan ke kotak saran atau diserahkan melalui counter Penerbangan.

Please put this suggestion / complaint in the suggestion/complaint box available, or submit to the Information Desk.

4. The services of Information Centre Unit are influences company image.

The customers give many kinds of answers. The summaries are as follows:

- a. Information Centre Unit is the center of all information in Adisumarmo International Airport.
- b. The quality of services are influence the company image.
- c. The attitudes and professionalism of information officers also gives contribution to the image of the company.